



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON MANNHEIM
UNIT 29901
APO AE 09086-9901

IMEU-MAN-ZA

25 September 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Community Town Hall Meeting – 9 August 2006

1. Purpose: To document the issues from the Community Town Hall Meeting conducted in conjunction with the AAFES/Commissary Council Meeting on 9 August 2006, 1820-1940 at The Cove, Sullivan Barracks. A list of attendees is enclosed.

2. Issues/Status:

Issues from the 9 August 2006 Community Town Hall Meeting

Issue 1: What can be done about pet owners who do not clean up pet feces?

Answer – Housing: Pet owners are in violation of the Housing Policy when they do not clean up behind their pets. When you observe this bad behavior, talk to the resident. If they refuse to comply with the policy, get the housing chain of command involved. Citations can be issued. Documentation of continued violations can result in pet and/or family removal from government housing.

Status: CLOSED

Issue 2: What can be done about trash and filth around dumpster areas and throughout the housing area?

Answer – Housing: It is the responsibility of residents to keep the area policed. Resolve this issue through the housing chain of command if direct contact with neighbors responsible for creating the mess does not correct the issue. Residents are reminded that bulk trash should only be put on the curb after 1800 on Sundays.

Status: CLOSED

Issue 3: Are window air-conditioners allowed in government housing?

Answer – Housing: No, they are prohibited IAW the housing policy because there is no way to properly install them safely. Portable air conditioners are authorized.

Answer – Commander: AAFES will give a full refund on any window unit purchased within the last six months that are in good working order. Additionally, if air conditioners are needed for medical/health reasons, there are exceptions to policy procedures in place to allow for them.

Status: CLOSED

Issue 4: Will building coordinators receive keys to the attics? It is a violation of fire safety codes not to have two ways to exit a building.

Answer – Housing: Building coordinators will not receive attic keys.

Update (20 Sep): We are in the process of collecting all the keys to attics and changing the locks. It is not a violation of fire safety codes to do this. The Fire Department states that the windows are the second exit.

Status: CLOSED

Issue 5: When will the grass be mowed at the basketball court at building 289?

Answer – DPW: We will look into it.

Update (20 Sep): Grass was cut.

Status: CLOSED

Issue 6: Can the Fitness Center open earlier than 1000 on Saturday and Sunday?

Answer – DMWR: This issue is being worked. We hope that when we receive funding guidance with the new year that we will be able to change the hours.

Update (20 Sep): The Heidelberg Garrison is re-looking all Fitness Center hours in their footprint. The primary mission of the Fitness Center is to support Soldiers. If the hours are changed, it will be to meet Soldier needs.

Status: WORKING

Issue 7: Can we get more equipment in the family fitness room?

Answer – DMWR: Equipment has been ordered.

Update (20 Sep): The new equipment has arrived and is in place.

Status: CLOSED

Issue 8: How can Youth Service offer the sky gymnastics program but have no designated location for the program?

Answer – DMWR: We are currently trying to find a location to implement the program.

Update (20 Sep): The ideal situation would be to receive funding to renovate the indoor tennis court into a multi-purpose facility. This would be the long term solution if funding is received. We are still working to find a suitable location for the short-term.

Status: WORKING

Issue 9: There are problems with the free child care for reintegration briefings.

Answer - DMWR: Free child care is available for the 7 half day reintegration briefings when users request care in advance. Children do not need to be registered with the Child and Youth Services Central Registration to attend this free child care. We have had only one problem to date that was due to last minute changes that could not be accommodated.

Status: CLOSED

Issue 10: Why was the Family Child Care (FCC) spouses' night out been cancelled?

Answer – DMWR: It was cancelled the last two months due to expanded summer programs. Additionally, the care givers who supported spouses' night out were FCC providers and we were taking their welfare into consideration. We will coordinate with School Age Services (SAS) and the Child Development Center (CDC) to see if they can provide support to re-implement this program.

Update (16 Sep): We are holding spouse's night out again. It will be offered on the last Friday of every month from 1800-2200; children must be registered with CYSD and have a deployed parent.

Status: CLOSED

Issue 11: School uniforms are required at the Middle and Elementary Schools but parents are having problems purchasing the required clothing at AAFES. Additionally, parents were not given the opportunity to vote this year on the school uniform policy.

Answer – Commander: We will look into the school uniform policy issue.

Update (16 Sep): The Mannheim Main Exchange is not the sole source for school uniforms. Parents can order uniforms on-line from various sources to include JC Penney and AAFES. The process in place to make changes to the current uniform policy is for parents to raise their concerns through the School Advisory Councils (SAC) at both schools. The current school-year SAC will work the issues to make changes for the next school year. Parents who are interested in changing the policy are advised to attend the SAC meetings and let their voice be heard.

Status: CLOSED

Issue 12: What can be done about the vehicles speeding at building 702?

Answer – CPM: We can increase MP presence during peak times; we can also put out the speed trailer to alert residents as to their speed.

Status: CLOSED

Issue 13: Is there a time limit on removing vehicles with expired license plates?

Answer – CPM: There is a process in place. MPs pull the tags and the owner has 72 hours to re-register the vehicle or dispose of it. In the event the vehicle has been abandoned, the process takes approximately 2½ months.

Status: CLOSED

Issue 14: The MPs were called on a loud music complaint on Lincoln Street and never came.

Answer – CPM: Before calling the MPs for housing policy infractions, residents should try to resolve issues with their neighbors using the housing chain of command. MPs will respond when called, but law enforcement/criminal issues have priority.

Status: CLOSED

Issue 15: Can the screening procedure at the Dental Clinic be changed? It is a waste of time to go in for a screening and then have to make another appointment to get your teeth cleaned.

Answer – CSM: We will send this issue to the Dental Clinic for a response.

Update (Dental Clinic – LTC Keesee - 25 Sep): We're in the process of combining the exam and cleaning appointments for some patients. However, it may not be feasible for all patients. For example:

- Some patients require medications prior to a cleaning. It would not be feasible to appoint these patients for a cleaning, only to discover upon reviewing their medical history that they require a prescription prior to the cleaning. The cleaning appointment would be lost.

- Patients hygiene needs vary widely- some cleanings will not be completed in a "one-size-fits-all" approach that would be necessary if they were appointed for a cleaning without a recent exam.

- Soldiers that are in Dental Fitness Category 4 (needing a dental exam) would possibly have to wait 3-4 weeks to be seen for an appointed exam/cleaning. In order to remove them from Category 4 as soon as possible, they should continue to be seen on a walk-in basis.

But I believe we'll work through these issues to make this service available. It will be early November before we are able to schedule these appointments due to our scheduling process.

I would like to ask the garrison for help in emphasizing that, as Soldiers return from deployments, space available for Other Than Active Duty (OTAD) patients will be limited. It is important that we address any dental readiness deficiencies quickly and intensively. Some OTAD patients may need to be rescheduled in order to achieve this. The entire community needs to understand this and be patient with us.

Having said that, this underscores the importance of keeping your dental appointments, and being on time for them! We're doing a good job of filling in for no-shows, but we still have too many broken appointments. I thank everyone who helps us out in this area.

Some good news: CPT Leslie Oakes is in-processing and will give us another provider in the area of general dentistry. SPC Dyncia Everett has also returned from Fort Sam Houston where she trained to do dental cleanings. So we are soon to be up in manpower, or in this case, womanpower!

And finally, ERDC and H-DENTAC Commander COL Michael Cuenin informed me last week that the BFV Dental Clinic had the highest patient satisfaction response in all of Europe! I'm extremely proud of the team we have here, and everyone in Mannheim should know that our providers are the Best in Europe!

Status: WORKING

Issue 16: Can Town Hall Meetings be held more than once a quarter?

Answer – Commander: We will look into it.

Update (16 Sep): Town Hall meetings will continue to be once per quarter. Residents can work through their area Mayor and Housing Chain of Command to address issues that need immediate resolution. The Garrison Commander also has an open door policy every Thursday at 1400.

Status: CLOSED

Issues from the 17 May 2006 Community Town Hall Meeting

Issue 9: Can we get a cross walk on Lincoln Street near building 192?

Answer - DPW: We completed a crosswalk survey the end of April and are currently working up the cost estimates for all identified areas.

Update (8 Aug): Cost estimates completed. DPW working on getting funds.

Update (20 Sep): No change.

Status: WORKING

Issue 12: Is it an option to have a flea market set-up in the vicinity of the Thrift Shop?

Answer – Deputy Commander: We will look at it. Mayors should get input from their residents and report back.

Update (8 Aug): Mayors met and were in agreement that Community Flea Markets should be held monthly March through September in the vicinity of the Thrift Shop. These Flea Markets would be in lieu of the twice yearly Community Yard Sales and should commence in March 2007.

Status: WORKING

SUBJECT: Community Town Hall Meeting – 9 August 2006

Issues from the 8 February 2006 Community Town Hall Meeting

Issue 1: What is the possibility of implementing a crossing guard program on Washington Street since it is now a main thoroughfare to ensure the safety of our youth going to and from school?

Answer – CSM: There is no funding to pay folks to serve as crossing guards. To implement a program we would require dedicated community volunteers.

Update (7 Apr): Community leadership has been manning key crosswalks and making on-the-spot corrections in order to modify community behavior and improve pedestrian safety since 13 Mar 06.

Update (8 Aug): Community leadership will continue to man crosswalks.

Update (16 Sep): Community leadership continues to man crosswalks.

Status: ONGOING

Issue 13: Can we get dog walking stations in Grant Circle?

Answer – DPW: Have the Mayor submit a work order listing how many and the locations.

Update – (Mrs. Crosbie – 15 May): A work order has not been submitted yet; coordination with DPW indicated there wasn't funding for this project at this time. Grant Circle residents will be polled to see if the majority of residents want the dog walking stations prior to a work order being submitted.

Update (8 Aug): Work order has been submitted. Project is being programmed for funding. Since no funds are currently available, we cannot project an estimated project date.

Update (20 Sep): No change.

Status: WORKING

3. POC is Donna McGrath, DSN 385-3766.

Encl
Attendee List


JEFFREY FLETCHER
LTC, AG
Commanding

DISTRIBUTION:

Area Coordinators, Asst Area Coordinators, Mayors – BFV Areas A–H
USAG-M Staff Attendees

Attendees at the 9 August 2006 AAFES/Commissary/Town Hall Meeting

HOUSING CHAIN OF COMMAND & MAYORS

Area A Coordinator:	Area A Asst Area Coordinator: VACANT
Area B Coordinator:	Area B Asst Area Coordinator:
Area C Coordinator:	Area C Asst Area Coordinator: MSG Bean
Area D Coordinator:	Area D Asst Area Coordinator:
Area E Coordinator: LTC Basudev	Area E Asst Area Coordinator: MSG Vinson
Area F Coordinator:	Area F Asst Area Coordinator:
Area G Coordinator:	Area G Asst Area Coordinator: SFC Jarrett
Area H Coordinator:	Area H Asst Area Coordinator:

HOUSING AREA MAYORS

Area A Mayor:
Area B Mayor:
Area C Mayor:
Area D Mayor: VACANT
Area E Mayor: Mrs. White & Mrs. Strickland
Area F Mayor:
Area G Mayor:
Area H Mayor:

AREA A – Grant Circle

Ms. Michelle Lee

AREA B – Buildings 636-652

Mrs. Tracy Curran

AREA C – Buildings 657-665 & 671-678

No attendees

AREA D – Buildings 653-656 & 666-684

Bldg 682 – SSG Sonja Perrault

AREA E – Buildings 190-199

Bldg 197 - CPO Aaron Strickland
MSgt Brian Glassburn

AREA F – Buildings 685-695 & 701-704

Bldg 693 – SFC Beliveau
Bldg 703 – Ioana Garcia

AREA G – Buildings 279-285 & 290-295

No residents from Area G in attendance

AREA H – Buildings 287-289 & 296-310

Mrs. Laurie Sheats
Mrs. Stephanie Smedley

USAG-M Staff

LTC Jeffrey Fletcher, Commander
CSM June Seay, USAG-M CSM
Ms. Brenda Hyland, AAFES
Mr. Richard Glass, DPW Rep
Ms. Joyce Steen, Director MWR
MAJ Gregory Bobeck, DPTMS
Ms. Tia Greenwood, Housing Manager
Ms. Mesa, Commissary Rep
Mr. Howard Benjamin, Youth Sports
Ms. Colleen Gardner, BFV Bowling
Ms. Woods-Bowman, CYSD

Mr. Larry Scavone, Deputy Garrison Commander
Mr. Gregory Terry, Director of Logistics (DOL)
Ms. Kim Doty, DHR
Mr. Dave Buffum, Director of Public Works (DPW)
CH (LTC) Steisslinger
SFC Fomby, NCOIC Community Provost Marshal (CPM)
CPT Jessica Crawford, Community Provost Marshal (CPM)
Ms. Pam Kelly, SLO
Mr. Danny Miles, ACSO
Mr. Doug Jarvis, CYSD